



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
McConnell et al.)
Serial No.: 10/645,917)
Filed: August 20, 2003)
For: Method and System for Selecting a)
Preferred Contact Center Agent Based on)
Agent Proficiency and Performance and)
Contact Center State)

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

The undersigned hereby certifies that no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned, after making reasonable inquiry, no item of information contained in the information disclosure statement was

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 12, 2003.



Robert T. Neufeld, Reg. No. 48,394

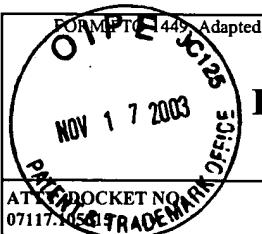
known to any individual designated in § 1.56(c) more than three months prior to the filing of the information disclosure statement.

Respectfully submitted,



Robert T. Neufeld
Reg. No. 48,394

King & Spalding LLP
191 Peachtree Street, N.E., 45th Floor
Atlanta, GA 30303
404.572.4600
K&S Docket: 07117.105015 US
3347037



LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATT. DOCKET NO. 07117-0561 TRADEMARK	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
---	--------------------------	--------------------------------

APPLICANT McConnell et al.	GROUP
-------------------------------	-------

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
AB	5,947,747	9/7/1999	Walker et al.			5/9/1996
AC	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
AD	6,141,528	10/31/2000	Ronald Remschel			9/22/1997
AE	6,149,441	11/21/2000	Pellegrino et al.			11/6/1998
AF	6,155,840	12/5/2000	Alfred V. Sallette			9/18/1998
AG	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
AH						
AI						
AJ						
AK						
AL						
AM						
AN						
AO						
AP						
AQ						
AR						
AS						

EXAMINER	DATE CONSIDERED
----------	-----------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.